

# Case Study – A leading global chemical giant expands its RIM leverage with CSC

2003-04	2005-06	2007-08	2008-10
Started RIM for NA Region	Started EMEA/Asia Sup.	E2E India Service Ownership	Global Management Role
15 per cent offshore	40 per cent Offshore	60 per cent Offshore	80 per cent Offshore
Follow the Moon	Follow the Sun, 24x7	Follow the Sun, 24x7	Follow the Sun, 24x7
Wintel	Wintel	Wintel	Wintel
Lotus Notes/Messaging	Lotus Notes/Messaging	Lotus Notes/Messaging	Lotus Notes/Messaging
Desktop	Desktop	Desktop	Desktop
Storage	Storage	Storage	Storage
Monitoring	Monitoring	Monitoring	Monitoring
	Unix	Unix	Unix
	Databases	Databases	Databases
	Asset Mgmt./Project Mgmt.	Asset Mgmt./Project Mgmt.	Asset Mgmt./Project Mgmt.
	Service Desk L2	Service Desk L2	Service Desk L2
	Network	Network	Network
	Mainframe/VMS	Mainframe/ VMS	Mainframe/VMS
		AS400	AS400
		Mobility, Mid-tier Apps	Mobility, Mid-tier Apps
		IS Security and DR	IS Security and DR
			Dynamicdesktop, Virtualisation
			BPOS/Cloud
			Green IT

↓ New Services